FAQ

Authentication updates for One Healthcare ID

Summary of change

Beginning April 24, 2025, One Healthcare ID (OHID) will no longer support email as a secondary option to authenticate users' identity for signing into GEHA.com provider portal. If you have not already set up a different multi-factor authentication (MFA) method, such as phone, authenticator or passkey, you will be required to do so to keep using your account.


Refresher: What is One Healthcare ID?

One Healthcare ID (OHID) is a secure, centralized identity management solution that is connected to GEHA.com provider portal. Using One Healthcare ID to sign in is the first step to accessing your secure portal.

Why is this change being made?

We're making sign in more secure by upgrading OHID to the most modern security protocols. Email-based multi-factor authentication (MFA) is less secure compared to other methods. This change will keep G.E.H.A provider OHID sign in process in line with industry standards for protecting our member data.

What actions are required?

Please ensure that you have an MFA method set up (that is NOT email) as soon as possible. You can do this through the OHID set-up screen when creating an account or signing in, or by going to **Manage profile** if you're already signed in. This will become mandatory for account access. The set-up screen will look like the one shown on the right.
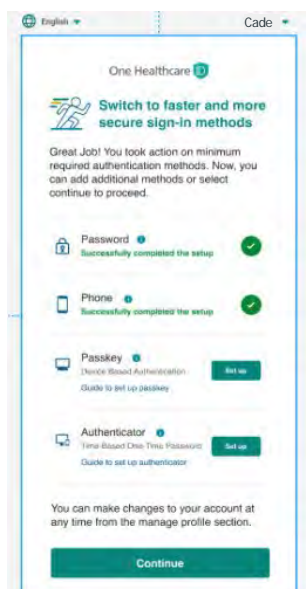
What MFA methods can I use?

Password is the first authentication method selected for all users. Additionally, you will need to establish at least one of the following: **Phone**, **Passkey**, or **Authenticator**.

Please see the OHID Help Center for more details on these methods.

What if I work somewhere with a 'clean desk' policy and can't use a personal phone?

You will have to use a **Passkey** (also referred to as WebAuthn) instead. You can then use your recovery code for things like password recovery and passkey recovery.

Please note that while you can choose to verify by call instead of text with the **Phone** method, this is not recommended for use with a work phone. Office phones are typically set up with a phone tree and the call will not go through.

What is a recovery code?

A recovery code is a randomly generated 25-character code that helps keep your account safe. The code lets you reset your password and helps prevent others from hacking your account. If you lose your recovery key and can't get into one of your trusted devices, you'll be locked out of your account permanently and will need to create a new one.

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What if I forgot my password?

If you forget your password, you can use OHID's self-service to create a new one. Before you can set up the new password, you must confirm your identity using your email address or other verified information from your profile. To begin, select the **Forgot Password** link on the OHID **Sign In** page.

Please see OHID's Forgot Password page for more details.

What do I do if my account has been locked?

Your account is automatically locked if an incorrect password is entered too many times in a short period of time. This is an extra layer of protection. You can unlock your account by verifying your identity and then setting a new password. To begin, select **Continue** on the **Account Locked** page.

Please see OHID's Unlock Your Account page for more details.

What if I forgot my One Healthcare ID?

If you forget your One Healthcare ID, you can use self-service to retrieve it using your email address or other verified information from your profile. To begin, select the **Forgot One Healthcare ID** link on the OHID **Sign In** page.

Please see OHID's Retrieve One Healthcare ID page for more details.

Will member users be affected?

Member users will not be affected, as they use the HealthSafe ID secure login system to sign into GEHA.com. These updates were already made to their sign in experience.

Who can I reach out to if I have questions or issues?

For any questions or help, please use the **Chat with support** link at the bottom of the OHID Sign in page.

G.E.H.A Government Employees Health Association